



Ipsos MORI
Social Research Institute

December 2017

Public Perceptions of Policing in England and Wales 2017

Report for Her Majesty's Inspectorate of Constabulary
and Fire & Rescue Services

Ipsos MORI



Contents

1. Executive Summary	1
Safety and security in the local area	1
Image and reputation of local policing	1
Priorities and responsibilities of local policing	2
Interest and knowledge about local policing	3
Contact with the police	3
2. Introduction	4
Interpretation and presentation of findings	4
Report structure	5
3. Safety and Security in the local area	6
Local perceptions of crime and anti-social behaviour	6
Dealing with local policing issues	7
4. Image and Reputation of local policing	11
Satisfaction with local policing	11
Police visibility	13
Perceived changes in local policing over the past year	15
Advocacy of local policing	17
Image of local police	18
5. Priorities and responsibilities of policing	19
Prioritising police time and resources nationally	20
Responsibility for the safety of vulnerable people	21
6. Interest and knowledge about local policing	23
Interest in local policing	23
How informed people feel about local policing	24
7. Contact with the police	26
Frequency and types of contact	26
Satisfaction with contact with local police	27
Contact channels	28
Perceived accessibility of local police	29
Appendix A: Numbers of interviews by Police Force Area	31
Appendix B: Methodology	32
Background	32
Data collection details	33

1. Executive Summary

Ipsos MORI was commissioned by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) to undertake a large-scale online survey of the general public to assess current perceptions of policing. A sample of 12,662 people aged 16+ from Ipsos MORI's online panel across England and Wales took part in a survey between 21 July and 15 August 2017. Data was weighted to be locally representative of the population by age, gender and working status, and nationally representative by the population size of police forces. This study follows similar surveys which were conducted in 2016 and 2015. The methodology has been kept consistent to allow valid comparisons over time.

The survey provides insights into current perceptions of crime, safety and local police, along with public interactions with the police.

Safety and security in the local area

- Three in ten (30%) consider crime and anti-social behaviour to be a big problem in their local area, which represents a five percentage point increase since 2015. This shift is also reflected in the increasing proportion of individuals who think that local crime and anti-social behaviour is now more of a problem than it was a year ago (23% compared with 17% in 2016 and 15% in 2015). It should be noted, however, that for two-thirds (65%) of participants, local crime and anti-social behaviour is perceived to be unchanged compared to a year ago, and for five percent it is now less of an issue.
- In contrast to perceptions of crime locally, online crime is generally highlighted as a problem by the majority of participants (73% say it is a problem). However, fewer consider it to be a problem than did in 2016 (when 82% said it was a problem).
- Perceptions of police effectiveness are generally in line with 2016 findings, with emergencies still considered to be the area of service where the police were most effective in the past year (71% say that they were 'very' or 'fairly' effective). In contrast, a fifth say that they are 'not very' or 'not at all' effective (19%) in dealing with emergencies.
- Confidence in the police to provide protection during a terrorist incident has increased markedly since 2016. Over half (55%) say that they would be 'very' or 'fairly' confident in the police dealing with such an incident compared with under half (46%) in 2016. This is likely to reflect a shift in public perception following the response of the police to recent terrorist incidents.

Image and reputation of local policing

- Despite small increases in the perception that crime and anti-social behaviour is a big problem, satisfaction with the police remains unchanged, with just over half (53%) saying that they are satisfied with the police (compared with 52% in 2016 and 2015). Indeed, three in five (60%) say that the service

provided by local police is unchanged, again in line with the past two years. However, the proportion who say that the service provided by local police has got worse has increased (25% compared with 20% in 2016 and 18% in 2015), indicating some perception of decline in the performance of local police (although not to the extent that it has led to a deterioration in overall satisfaction).

- While 83% of participants feel it is important to have regular uniformed police presence in the local area, only 17% feel they have a local presence currently. Furthermore, an increasing proportion of participants report that they have *not* seen a uniformed police presence on foot in their local area in the past year (44% compared with 41% in 2016 and 36% in 2015).
- As in previous years, most who express a view would speak highly about their local police (36%, up from 32% in 2015), over twice as many as would be critical (16%). Just under half have mixed views or no views about their local police (44%).
- Most participants associate policing with positive attributes and agree that they treat people fairly and with respect, with small proportions expressing negative views (six percent say the police 'hardly ever' or 'never' do this). For example, three in five (59%) agree that the police in their local area treat people fairly and with respect (an increase from 54% in 2015). However, there are many who do not have any views about their local police, a pattern also seen in 2016 and 2015.

Priorities and responsibilities of local policing

- Around two-thirds identified 'responding in person to emergencies' (67%) and 'tackling crime of all types' (63%) as key priorities for the police's time and resources nationally. The third most highlighted priority, 'countering terrorism and extremism', is now more likely to be recognised as a priority (56% vs. 48% in 2016). Online crime is also slightly more likely to be highlighted as a priority (17% vs. 13% in 2016). These movements in policing priorities are likely to reflect major and high profile incidents across these areas of crime in the past year.
- Participants were then asked to rank the top three crime types to which they felt the police should commit time and resources. The most prioritised crime type remains 'responding in person to emergencies' (mentioned by 38%), followed by crime related to 'counter terrorism and extremism' (which has risen by four percentage points to 26%).
- The majority of participants consider the police to have the greatest responsibility (above other service providers) for the ongoing safety of victims of stalking and harassment (70%), missing people (60%) and victims of domestic abuse or violence (48%). In contrast, for some other vulnerable people, only very small proportions identify the police as the organisation with most responsibility. It should be noted that for many participants the police form part of a wider group of organisations with responsibility, which may be reflected in the smaller proportions identifying the police specifically (e.g. local authorities would have responsibility for the homeless and people with learning difficulties). These findings mirror those seen in 2016.

Interest and knowledge about local policing

- Interest in what the police are doing locally has increased, with four in five (80%) now stating interest (compared with 75% in 2016). The main area of interest remains what the police are doing to reduce or prevent crime and anti-social behaviour (45% and 43% respectively), while there has been slightly increased interest since 2016 in what the police are doing to tackle terrorism/extremism (17% vs. 14%) and online safety information (10% vs. 7%).
- While the proportion of those who feel well informed about what their local police are doing has increased slightly in line with levels of interest (32% vs. 28% in 2015), this figure is still substantially lower than the stated interest amongst the public. Overall, around one in ten (11%) participants feel they have been told about how the police are tackling crime and anti-social behaviour, while five percent recall being asked for their views of the police.

Contact with the police

- Around one in ten (9%) report that they have been a victim of crime or anti-social behaviour and three percent report being stopped and searched, arrested or detained in the past year. Meanwhile, a fifth (22%) have had contact with their local police within the past year for a reason other than being arrested or as a victim or witness (these figures are all in line with 2016). In total, 28% indicate at least one form of contact with the police (compared to 27% in 2016)
- Participants were asked how they would likely report a range of different crimes and incidents. For crimes/incidents against the person the most commonly cited channel was through dialling 999 (52%), for property-related incidents there is a split between dialling 999 (42%) and 101 (37%), while there has been a small increase in the proportion who state they would most likely dial 101 for reporting online incidents (38% vs. 34% in 2016) and anti-social behaviour (50% vs. 46% in 2016). Meanwhile, there has been an eight percentage point increase in the proportion who would most likely contact the police online when asking them for some other information (27% vs. 19% in 2016).

2. Introduction

Interpretation and presentation of findings

This report presents the findings of 12,662 members from the public who were surveyed online through the Ipsos MORI Online Panel between 21 July and 15 August 2017. The survey builds on studies conducted in 2016 and 2015 using the same methodology. Because the survey engages with members of a large panel of individuals the findings refer to 'participants' rather than to the 'public at large', although they are indicative of the wider public's views.

To assist readers who wish to refer to source data, descriptions of the data are generally supported by adjacent charts, which include the question number. The charts contain raw base sizes for individual sub-groups of the overall population within the adjacent bars.¹

Results are based on all participants unless otherwise specified. An asterisk (*) indicates a figure smaller than 0.5% but greater than zero. Where percentages do not sum to 100, this is due to computer rounding or multiple responses.

The following acronyms are used within the report:

- The Index of Multiple Deprivation (IMD) is the Government's measure of deprivation covering crime, along with income, health, employment, education skills and training, barriers to housing and services, and the living environment. For the analysis in this report, all areas were divided into five quartiles. References in the text to the 'most deprived' or 'least affluent' areas refer to the bottom 20% of areas according to the IMD, while references in the text to the 'most affluent' areas refer to the top 20% of areas according to the IMD.
- BAME (black, Asian and minority ethnic).
- LGBT (lesbian, gay, bi-sexual and trans-gender).
- ASB (anti-social behaviour).
- PCSO (police community support officer).
- UPP (Uniformed Police Presence) – used in charts.

Throughout the report, reference is made to sub-groups where findings vary from the overall total or previous years' surveys. Throughout, the following variables have been used to determine the sub-groups. Most of these have been obtained from survey responses, with the local area characteristics (the Index of Multiple Deprivation and rurality) derived from participants' postcodes and matched to Office of National Statistics data sets:

¹ Because this survey cannot be claimed to be purely random then significance testing is indicative only. These indicative figures are used to illustrate differences between survey years and sub-groups. Up and down arrows are used to indicate where a figure might, indicatively, be statistically different from 2016. We have included 2015 figures where relevant.

Table 2.1 Demographics covered in the report

Demographics	Local area characteristics	Survey questions
Age Gender Ethnicity Household income Tenure Children in household (yes/no) Work status Qualifications Disability Sexual orientation	Index of Multiple Deprivation Urban, suburban or rural	Level of interest in policing Satisfaction with and advocacy towards local policing Contact and interaction with policing Confidence in accessing local policing Perceptions of change in levels of policing

Report structure

The report is structured around key themes covered within the survey, as follows:

Table 2.2 Report structure

Chapter 3: Safety and security in the local area	This chapter provides context for later findings by outlining on how safe participants feel in their local area and perceptions of crime and anti-social behaviour locally.
Chapter 4: Image and reputation of local policing	The chapter considers participants' satisfaction with local policing, their levels of advocacy towards the police, perceived changes in police services in the past year and the image of local policing. It also explores the visible presence of the police.
Chapter 5: Priorities and responsibilities of policing	This chapter explores the areas participants thought the police should prioritise and perceived responsibilities of the police.
Chapter 6: Interest and knowledge about local policing	Section 1.01. This chapter describes the extent to which participants are interested in and know about the service, and how they have sought information about local policing over the past year.
Chapter 7: Contact with the police	This chapter explores participant contact with the police in the past 12 months, including types and levels of contact, expectations and ratings of experiences, and the ways in which they would contact the service in the event of different needs.

Acknowledgements

Ipsos MORI would like to thank Jacquie Hayes and Rosemary Murray at HMICFRS for their help and support on this study. We are grateful to all 12,662 members of the public across England and Wales who took part in the survey.

3. Safety and Security in the local area

This chapter provides context for later findings by describing how safe participants feel in their local area and perceptions of crime and anti-social behaviour locally.

- *There has been a five percentage point increase since 2015 in the proportion of participants who consider crime and anti-social behaviour to be a big problem in their local area (up from 25% to 30%).*
- *An increasing proportion of participants think that local crime and anti-social behaviour is now more of a problem than it was a year ago (23% compared with 17% in 2016 and 15% in 2015). That said, two-thirds (65%) of participants feel that levels of local crime and anti-social behaviour is unchanged compared to a year ago, and for five percent it is now less of an issue.*
- *Online crime is highlighted as a problem by the majority of participants (73% say it is a problem) though this is lower than a year ago (82% said it was a problem in 2016).*
- *Participants who are engaged with and informed about the local police are more likely to agree that the police are tackling the crime and anti-social issues that matter.*
- *Perceptions of police effectiveness are generally in line with 2016 findings, with emergencies still considered to be the area of service where the police were most effective in the past year (71% say that they were 'very' or 'fairly' effective).*
- *Confidence in the police to provide protection during a terrorist incident has increased markedly since 2016 (55% vs. 46% in 2016).*

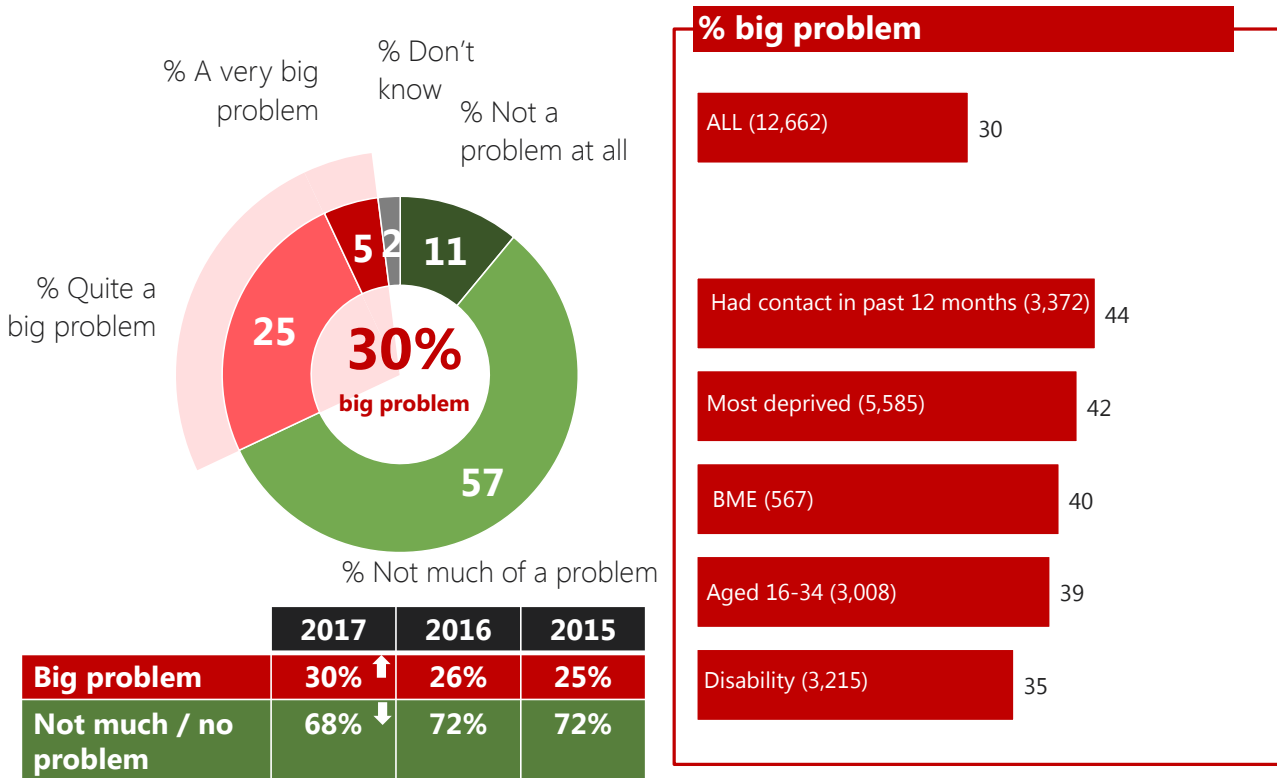
Local perceptions of crime and anti-social behaviour

Three in ten (30%) participants consider crime and anti-social behaviour to be a 'big' or 'quite a big' problem in their local area, while approaching seven in ten (68%) do not consider it to be much of a problem. There has been an increase in the proportion who consider crime and anti-social behaviour to be a big problem (up four percentage points from 26% in 2016 and 25% in 2015).

Those participants who consider crime and anti-social behaviour to be a big problem are more likely to have had contact with the police (44% who consider it to be a problem compared to 30% overall). As outlined in figure 3.1 below, those living in the most deprived areas (42%), BAME participants (40%), those aged 16-34 (39%) and those with a disability (35%) are all proportionately more likely to see crime and anti-social behaviour as a problem locally.

Figure 3.1: Perceptions of crime and anti-social behaviour in local area

Q5. How much of a problem, if at all, do you think crime and anti-social behaviour are in your local area?



Base: All valid respondents interviewed in England and Wales (12,662) : Fieldwork dates: 21 July - 15 August 2017 (online) Source: Ipsos MORI

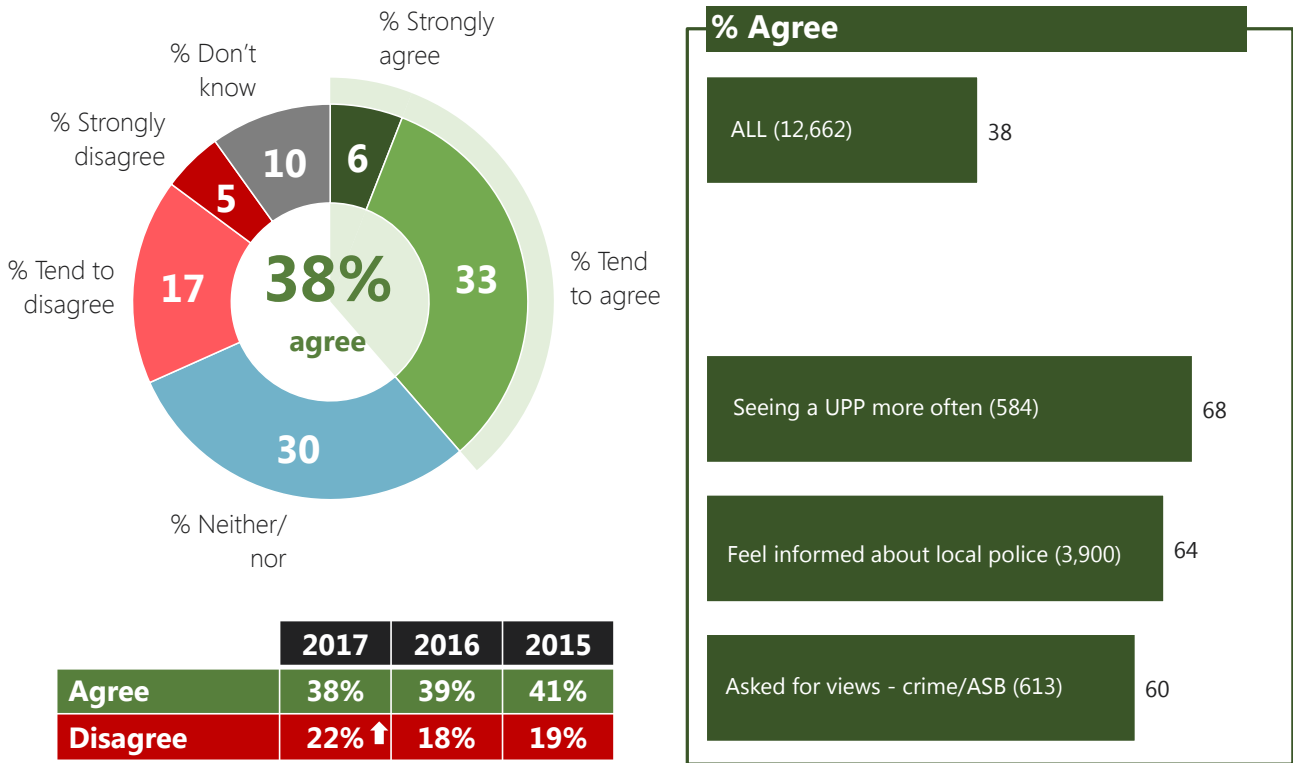
In contrast to perceptions of crime locally, online crime is highlighted as an issue by **the majority** of participants (73% say it is a problem). However, fewer consider it to be a problem than in 2016 (where 82% said it was a problem).

Dealing with local policing issues

Almost two in five participants agree that the police are dealing with the crime and anti-social behaviour issues that matter in the area where they live (38%). In contrast, over a fifth disagree (22%), a figure which has increased slightly since 2016 (when 18% disagreed). Engagement with the police is closely associated with the perception that the police are dealing with the crime and anti-social behaviour issues that matter locally. Those who have seen uniformed police presence more often in the past year, those who feel informed about local police and those who recall being asked for their views on crime and anti-social behaviour are all more likely to agree that the police are dealing with crime and anti-social behaviour issues (68%, 64% and 60% respectively, compared with 38% on average amongst participants surveyed).

Figure 3.2: Perceptions of the police dealing with crime and anti-social behaviour issues that matter

Q12. Do you agree or disagree that the police are dealing with the crime and anti-social behaviour issues that matter to you in the area where you live?



Base: All valid respondents interviewed in England and Wales (12,662) : Fieldwork dates: 21 July - 15 August 2017 (online) Source: Ipsos MORI

Participants were asked how effective they feel the police in their local area have been across a range of different public protection and police service areas. Figure 3.3 highlights that there is a great deal of variation in perceived effectiveness. For example, the service where the highest proportion deem the police to be effective is providing guidance to the public (40% rating the police as effective), but a significant proportion consider this service to be *ineffective*. Similarly, while tackling anti-social behaviour is ranked third for effectiveness (36%), just as many participants feel the police are ineffective on this issue (35%).

The ranking of perceived effectiveness is identical to 2016, although there has been a small decrease in the proportion of participants who consider the police’s role in reducing crime locally to be effective. This chimes with the increase in the perceived levels of local crime outlined in this chapter.

Figure 3.3: Perceived effectiveness of the police across a range of activities

Q15a. In the past 12 months how effective, if at all, do you think the police in your local area have been at each of the following?

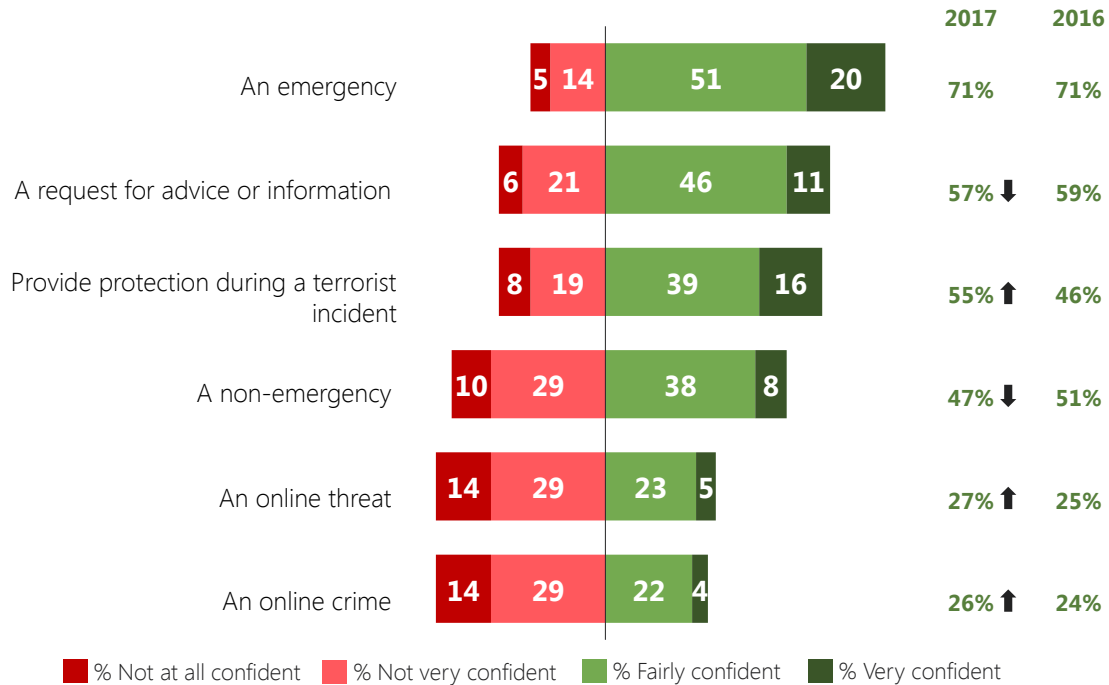


Base: All valid respondents interviewed in England and Wales (12,662) : Fieldwork dates: 21 July - 15 August 2017 (online) Source: Ipsos MORI

Participants were then asked how confident they are that the police in their local area would be effective at dealing with a range of different situations. Confidence is highest in regards to responding to an emergency (71% are ‘very’ or ‘fairly’ confident), followed by a request for advice or information (57%). Providing protection during a terrorist incident is the situation that has changed most substantially (55% which is up from 46% in 2016), and is most likely a positive reflection of police response to a series of high-profile domestic terrorist incidents in the months prior to fieldwork being conducted. Dealing with online crime (26%) and an online threat (27%) are the two situations where participants say they would be least confident – and the only issues where the proportion of participants who are not confident is higher than those who are confident - though there are small signs of increased levels of confidence (the figures are two percentage points higher than in 2016).

Figure 3.4: Confidence in the effectiveness of the police in dealing with different situations

Q17. How confident are you, if at all, that the police in your local area would be effective in dealing with the following situations?



Base: All valid respondents interviewed in England and Wales (12,662) : Fieldwork dates: 21 July - 15 August 2017 (online) Source: Ipsos MORI

4. Image and Reputation of local policing

This chapter considers participants' satisfaction with local policing, their levels of advocacy towards the police, perceived changes in police services in the past year and the image of local policing. It also explores the visible presence of the police.

- *Despite small increases in the perception that crime and anti-social behaviour is a big problem, satisfaction with the police remains unchanged, with just over half (53%) saying that they are satisfied. However, the proportion who say that the service provided by local police has got worse has increased (25% compared with 20% in 2016 and 18% in 2015), indicating some perception of decline in the performance of local police (although this has not affected levels of satisfaction).*
- *While 83% of participants feel it is important to have a regular uniformed police presence in their local area, an increasing proportion of participants report that they have not seen a uniformed police presence on foot in their local area in the past year (44% compared with 41% in 2016 and 36% in 2015).*
- *As in previous years, most who express a view would speak highly about their local police (36%, up from 32% in 2015), over twice as many as would be critical (16%). Just under half have mixed views or no views about their local police (44%).*
- *Most participants associate policing with positive attributes and agree that they treat people fairly and with respect, with relatively small proportions expressing negative views. For example, three in five (59%) agree that the police in their local area treat people fairly and with respect (an increase from 54% in 2015). However, many do not have any views about their local police, a pattern also seen in 2016 and 2015.*

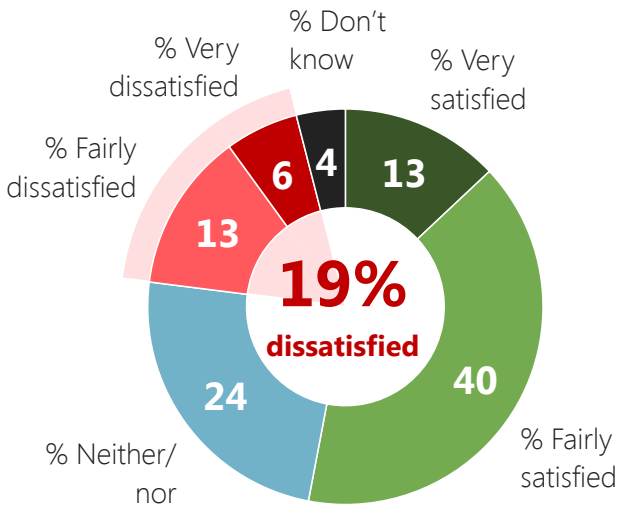
Satisfaction with local policing

As in previous years, considerably more participants are satisfied than dissatisfied with local policing in their area (53% vs. 19%). There has been a slight increase in the proportion who are dissatisfied (in 2016 the figure was 17%), with fewer now 'neither satisfied or dissatisfied' (24% compared with 27% in 2015). This small shift mirrors increasing concerns around crime and anti-social behaviour.

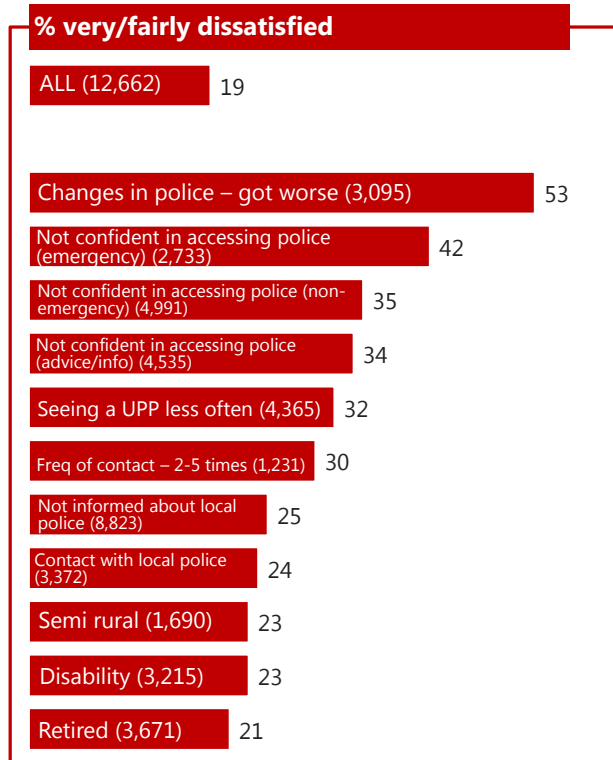
As outlined in figure 4.1, those who view police performance negatively, those who are not confident in accessing police services, those who have seen a uniformed police presence less often and those who have had contact with the police in the past year (especially more frequently) are more likely to be dissatisfied. Meanwhile, demographic groups who are more closely associated with slightly higher levels of dissatisfaction include participants living in semi-rural locations, those with a disability and those who are retired.

Figure 4.1: Satisfaction with local policing

Q2a. How satisfied or dissatisfied are you with the following in your local area? Local policing



	2017	2016	2015
Satisfied	53%	52%	52%
Dissatisfied	19%↑	17%	17%



Base: All valid respondents interviewed in England and Wales (12,662) : Fieldwork dates: 21 July - 15 August 2017 (online) Source: Ipsos MORI

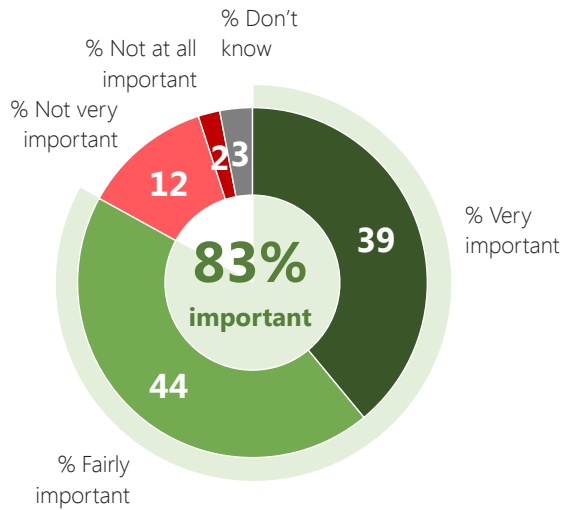
Police visibility

Public sentiment around police visibility can be strong and have a significant bearing on broader attitudes to policing and local safety. Regular local uniformed police presence remains important for participants (levels of stated importance are in line with 2016). Over four-fifths (83%) think it is important, and almost two-fifths (39%) think it is 'very important'. In contrast, only around one in seven state that uniformed police presence is 'not very' or 'not at all' important.

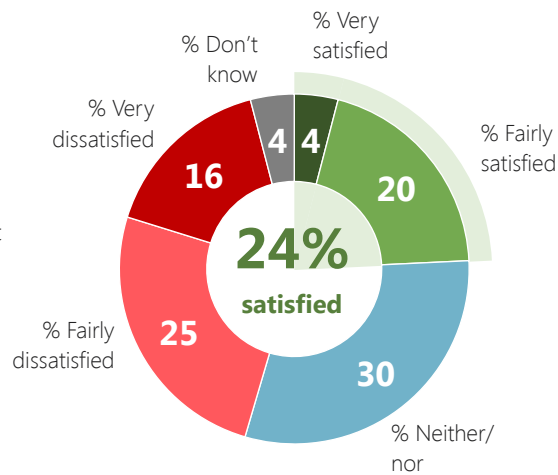
However, as in previous years, the proportion who are satisfied with the level of local uniformed police presence is far lower than the proportion who are dissatisfied (24% vs. 41%).

Figure 4.2: Importance and satisfaction towards uniformed police presence

Q30. How important, if at all, do you think it is to have a regular uniformed police presence in the area where you live?



Q26. How satisfied or dissatisfied are you with the level of the uniformed police presence in the area where you live?



	2017	2016	2015
Important	83%	83%	86%
Not important	14%	13%	11%

	2017	2016	2015
Satisfied	24%	24%	28%
Dissatisfied	41%	40%	33%

Base: All valid respondents interviewed in England and Wales (12,662) : Fieldwork dates: 21 July - 15 August 2017 (online) Source: Ipsos MORI

Those most satisfied with the level of uniformed police presence includes:

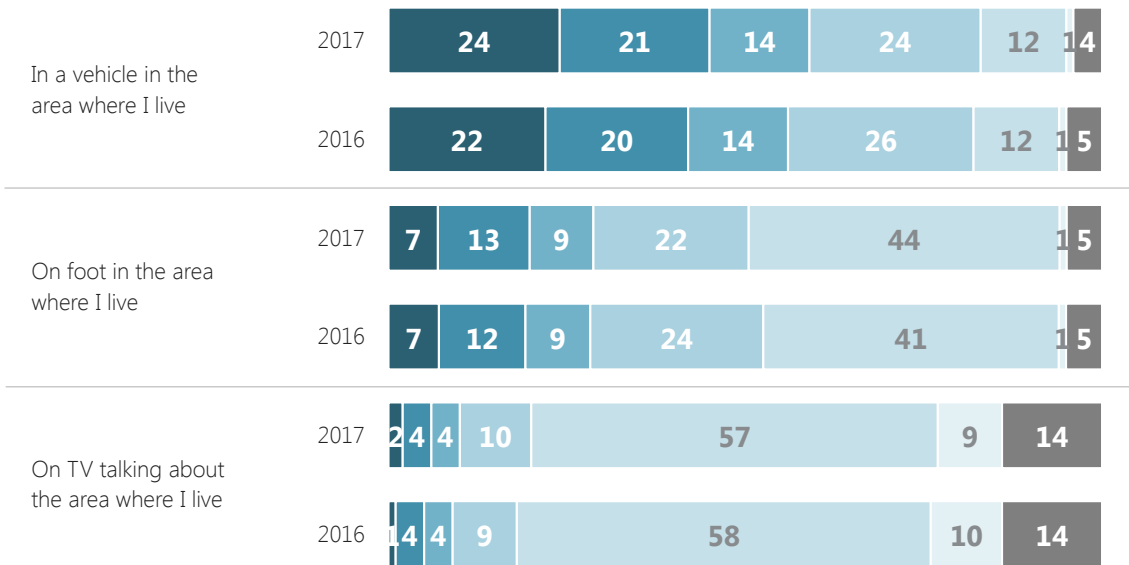
- BAME groups (34% vs. 23% of White participants)
- Participants aged 16-34 (34% vs. 24% overall)
- Participants living in urban areas (26% vs. 20% of those living in a rural area)

Participants were asked how often they had seen a uniformed police presence in three different locations or situations in their local area. Participants are most likely to have seen uniformed police presence at least every three months in a vehicle (58%), followed by on foot (29%) and police officers appearing on TV talking about the area where they live (10%).

Figure 4.3: Prevalence of seeing uniformed police presence

Q28. Over the past 12 months how often, if at all, have you seen a uniformed police presence in each of the following locations/situations?

- % At least once a week
- % At least once a month
- % At least every 3 months
- % Once or twice
- % Not seen in past year
- % Not applicable
- % Don't know



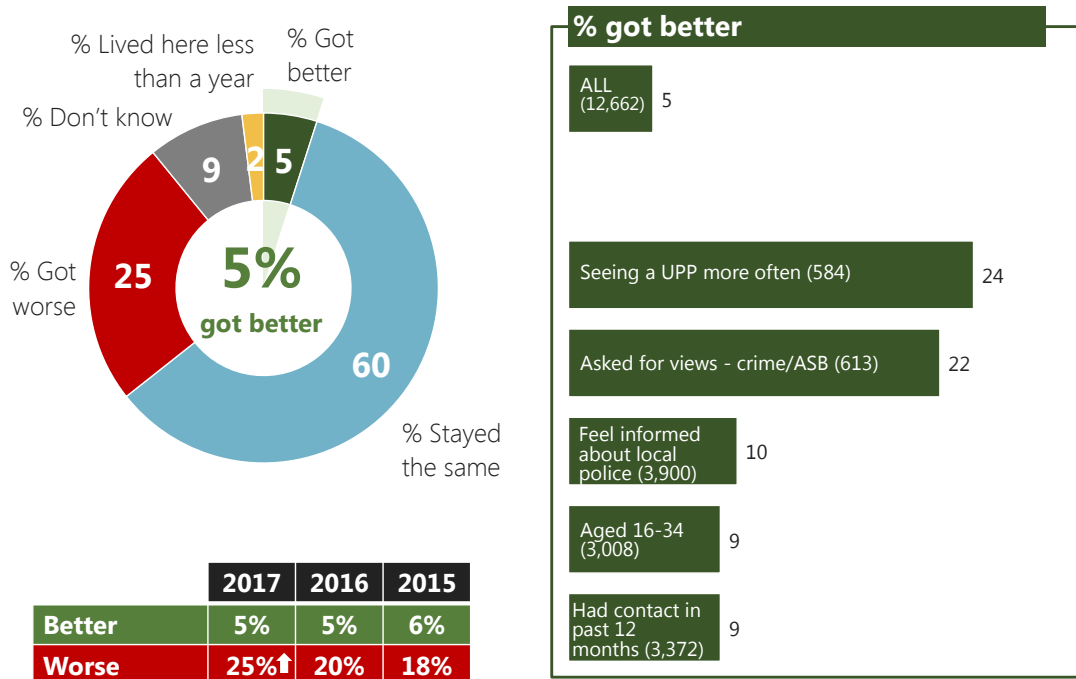
Base: All valid respondents interviewed in England and Wales (12,662) : Fieldwork dates: 21 July - 15 August 2017 (online) Source: Ipsos MORI

Perceived changes in local policing over the past year

Participants are more likely to say that the service provided by the police has got worse than better in the past year (25% vs. 5%). Although this is a pattern that has existed since the survey commenced, the proportion who say it has got worse is at its highest level (compared with 20% in 2016 and 18% in 2015).

Figure 4.4: Perceived performance of local police service over the past year

Q3. Over the past 12 months do you think the service provided by each of the following in your local area has got better or worse or stayed about the same? Local policing



Base: All valid respondents interviewed in England and Wales (12,662) : Fieldwork dates: 21 July - 15 August 2017 (online) Source: Ipsos MORI

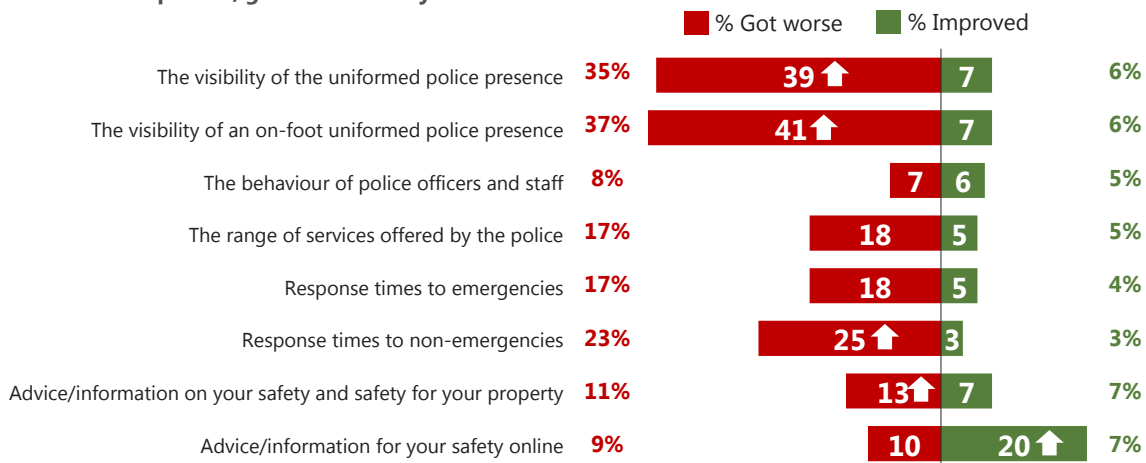
When asked about changes in the service provided by police, for several aspects of policing there has been a small increase in the proportion of participants who feel it has got worse, most notably when looking at the visibility of uniformed police presence (39% consider visibility has got worse vs. 35% in 2016) and the visibility of on-foot uniformed police presence (41% say it has got worse vs. 37% in 2016). The exception to this wider trend is advice and information for online safety. Participants are twice as likely to think this aspect of policing has got better than worse (20% vs. 10%), and the proportion who feel it has got better has increased (by thirteen percentage points from seven percent in 2016).

Figure 4.5: Perceived performance of local police services across a range of areas

Q3a. Over the past 12 months do you think the service provided by each of the following in your local area has got better or worse or stayed about the same? Local policing



Q14. Over the past 12 months do you think each of the following aspects of policing in in your local area has improved, got worse or stayed about the same?



Base: All valid respondents interviewed in England and Wales (12,662) : Fieldwork dates: 21 July - 15 August 2017 (online) Source: Ipsos MORI

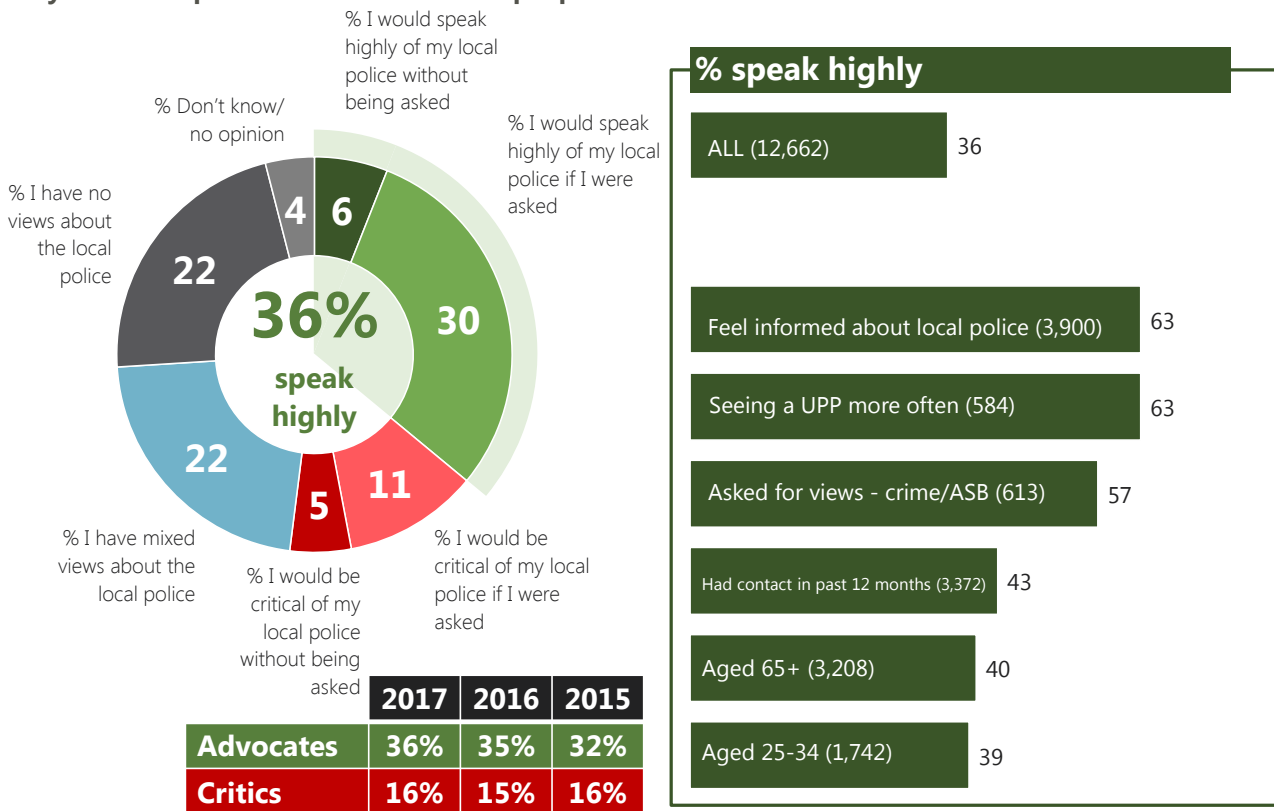
Advocacy of local policing

While perceptions of local policing have declined since previous survey, advocacy of local police, like overall satisfaction, is unchanged since 2016 (those who would speak highly of them, either with or without being asked), and when comparing the proportion of advocates with 2015 there has been a slight increase (36% vs. 32% in 2015). Furthermore, participants are over twice as likely to be an advocate than a critic (16%).

As outlined in figure 4.6, those who feel informed about local police, those who have seen uniformed police presence more often and those who are asked for their views on crime and anti-social behaviour are considerably more likely to speak highly (63%, 63% and 57% respectively compared with 36% on average). As in 2016, those aged 65+ are more likely to speak highly (40%), and this year those aged 25-34 year olds have similarly high levels of advocacy (39%). This indicates that advocacy towards the police does not always increase with age.

Figure 4.6: Advocacy of local police

Q10. Thinking now about the police in your local area, which of these phrases best describes the way you would speak about them to other people?

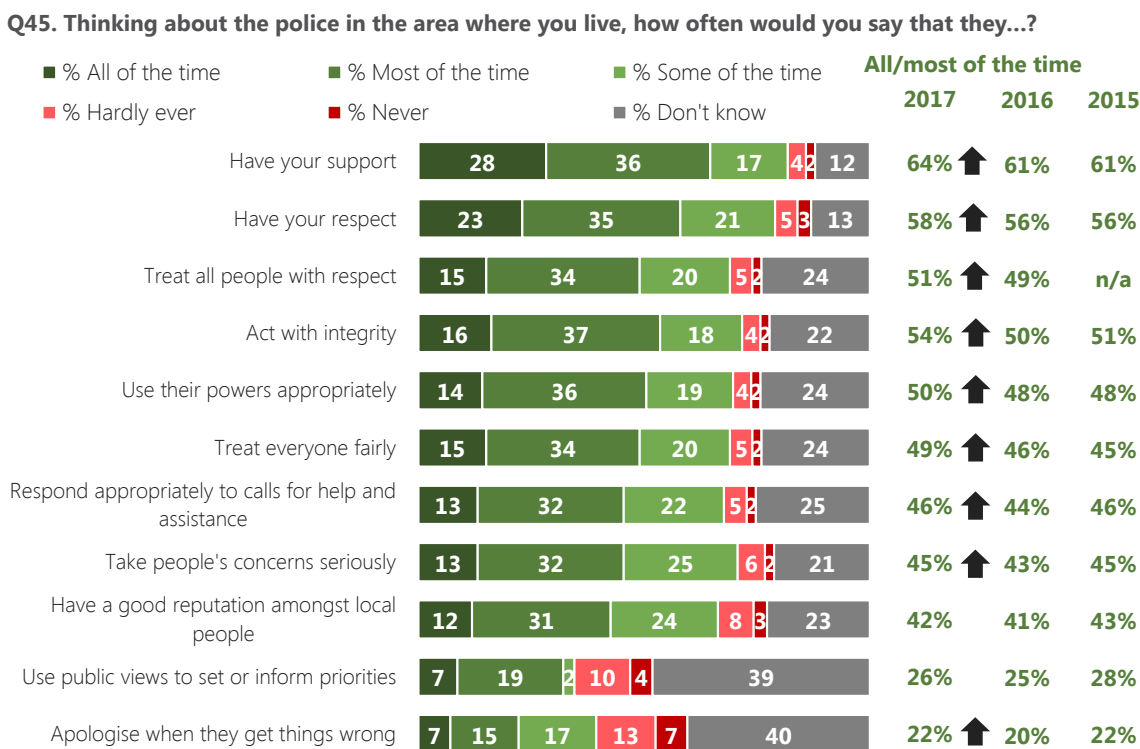


Base: All valid respondents interviewed in England and Wales (12,662) : Fieldwork dates: 21 July - 15 August 2017 (online) Source: Ipsos MORI

Image of local police

Participants' views of their local police force was assessed through a series of image statements related to views of police performance. The ranking of statements is in line with 2016, with 'have your support' (64%), and 'have your respect' (58%) most likely to be associated with the police all or most of the time. The statements 'use public views to set or inform priorities' (26%) and 'apologise when they get things wrong' (22%) are the least recognised aspects of the police. There have been significant increases in the proportions who associate these aspects with the police most or all the time; the most marked increase has been in the proportion who say that the police treat everyone fairly (49% compared with 45% in 2015).

Figure 4.7: Image of local police



Base: All valid respondents interviewed in England and Wales (12,662) : Fieldwork dates: 21 July - 15 August 2017 (online)

Source: Ipsos MORI

5. Priorities and responsibilities of policing

This chapter explores the areas participants thought the police should prioritise and perceived responsibilities of the police.

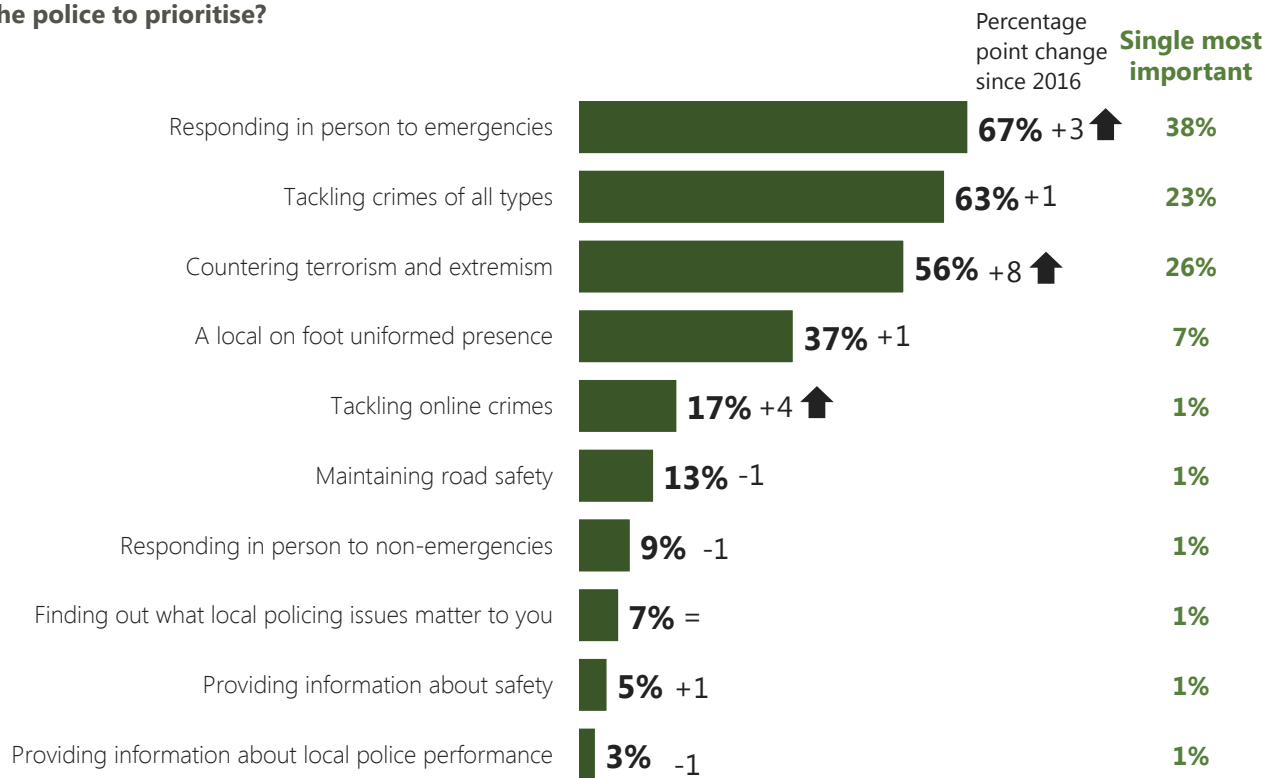
- *Around two-thirds identify 'responding in person to emergencies' (67%) and 'tackling crime of all types' (63%) as key priorities for the police's time and resources nationally. The third most highlighted priority, 'countering terrorism and extremism', is now more likely to be identified as a priority (56% vs. 48% in 2016). Online crime is also slightly more likely to be highlighted as a priority than previously (17% vs. 13% in 2016).*
- *The most prioritised crime type remains 'responding in person to emergencies' (mentioned by 38%), followed by crime related to 'counter terrorism and extremism' (which has risen by four percentage points to 26%).*
- *The majority of the public consider the police to have the greatest responsibility (above other service providers) for the ongoing safety of victims of stalking and harassment (70%), missing people (60%) and victims of domestic abuse or violence (48%).*

Participants were asked to cite the top three services the police should prioritise from a list of options. As in 2016, the top three priorities cited are responding in person to emergencies (67% vs. 64% in 2016), tackling all types of crime (63%) and countering terrorism and extremism (56%), (up eight percentage points) from 48% in 2016. Increased prominence of counter-terrorism and extremism is likely to be a result of recent major terrorist incidents and associated with police response. Online crime may also be gaining traction as a policing priority. Approaching a fifth (17%) mentioned it as a top three issue with the public (up from 13% in 2016).

Prioritising police time and resources nationally

Figure 5.1: Top three perceived policing issues

Q49a. Police across England and Wales need to prioritise the services they provide, in terms of the time and resources committed. Which three of the following do you think is the most important for the police to prioritise?



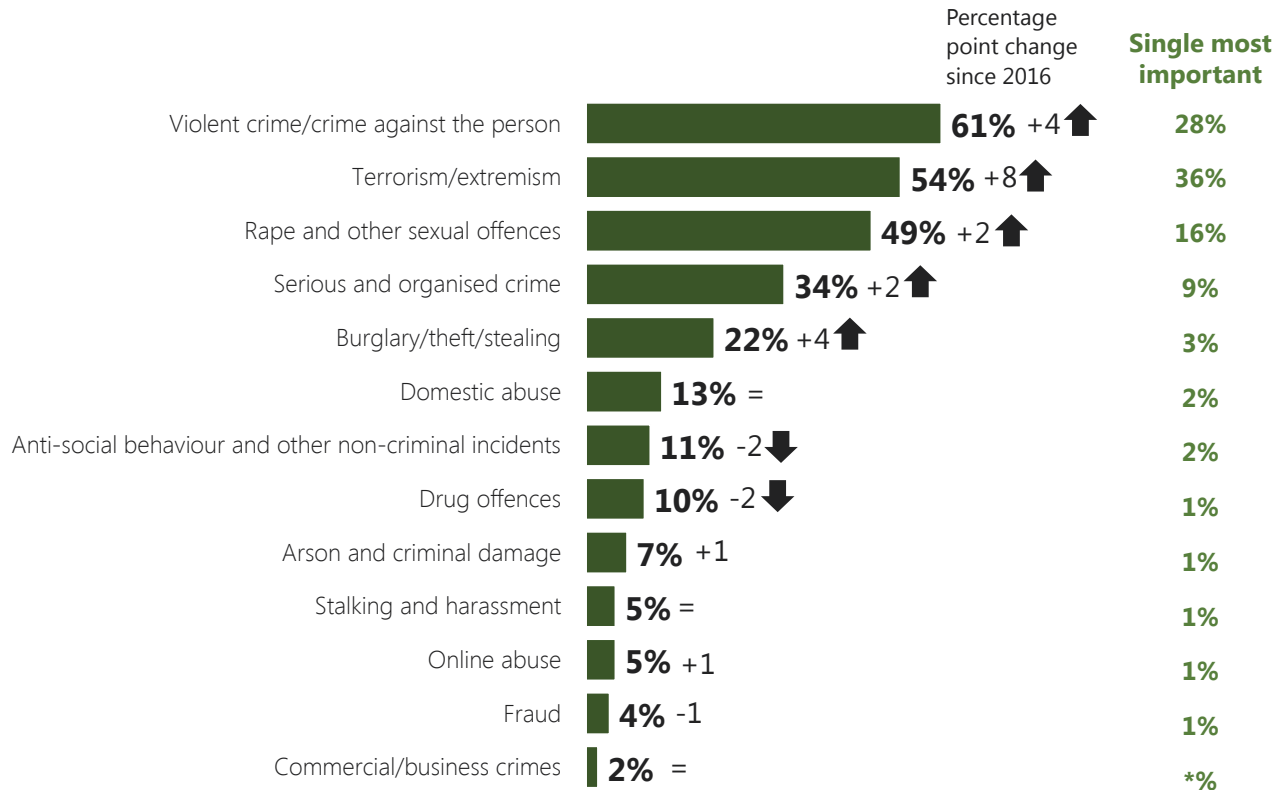
Base: All valid respondents interviewed in England and Wales (12,662); all those who selected at least one policing priority (11,774) : Fieldwork dates: 11 July - 5 August 2017 (online)

Source: Ipsos MORI

Participants were then asked what they regarded as the top three policing priorities, specifically in relation to different types of crime and anti-social behaviour. Violent crime / crime against the person (61% vs. 57% in 2016) and terrorism/extremism (54% vs. 46% in 2016) are increasingly the most frequently cited, with terrorism/extremism most often considered to be the single most important priority (36%). Other top priorities include rape and other sexual offences (49%), serious and organised crime (34%) and burglary, theft or stealing (up four percentage points to 22%).

Figure 5.2: Top three perceived crime and anti-social issues for the police

Q49c. Which three of the following types of crime/anti-social behaviour do you think police across England and Wales should prioritise?



Base: All valid respondents interviewed in England and Wales (12,662); all those who selected at least one anti-social behaviour priority (15,366) : Fieldwork dates: 11 July - 5 August 2017 (online)

Source: Ipsos MORI

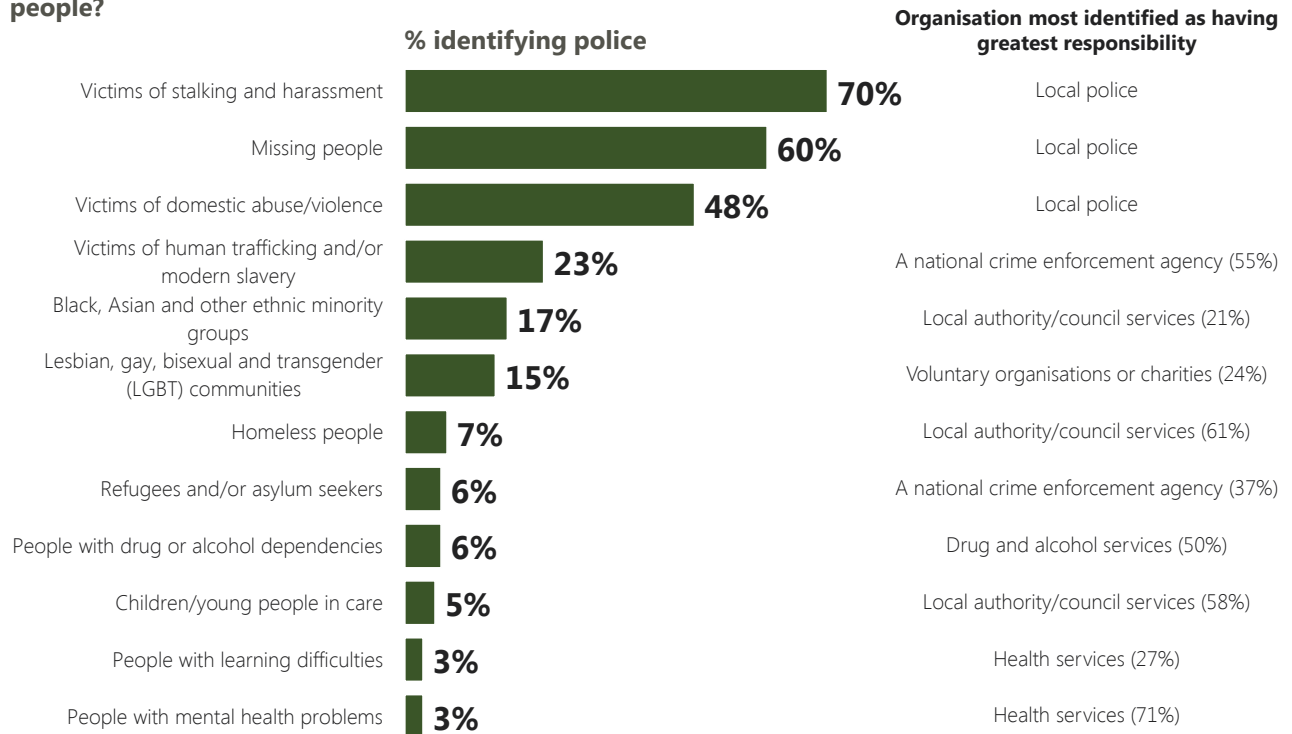
Responsibility for the safety of vulnerable people

As outlined in figure 5.3, participants do not think the police have the most responsibility for ensuring the safety of vulnerable people across all but three of the twelve groups mentioned, with victims of stalking (70%), missing people (60%) and victims of domestic abuse violence (48%) the groups most cited with the police. This finding is likely to reflect the broad range of services who are responsible for different vulnerable groups, and that the police form part of a wider group of organisations with responsibility, which may be reflected in the smaller proportions identifying them as having greatest responsibility. For example, as outlined on the right hand side of figure 5.3, health services, a national crime enforcement agency, a local authority/council services and drug and alcohol services are more frequently seen as having the most responsibility for other groups of individuals.

Groups where the police are cited as having the greatest responsibility by notable proportions include victims of trafficking and/or modern slavery (23%), BAME groups (17%) and LGBT communities (15%). This indicates that for a substantial minority of participants, the police are seen as having the greatest responsibility for these vulnerable groups, and so their perceived role in safeguarding should not be underestimated.

Figure 5.3: Organisation perceived to have greatest responsibility for safety

Q50. Which, if any, of the following organisations do you think currently has the greatest responsibility for ensuring the ongoing safety of vulnerable individuals within the following groups of people?



Respondents were invited to select from the following organisations: Local police; A national crime enforcement agency; Health services; Local authority/council services; Drug and alcohol services; Voluntary organisations or charities; Schools/education services

Base: All valid respondents interviewed in England and Wales (12,662) : Fieldwork dates: 11 July - 5 August 2017 (online) Source: Ipsos MORI

6. Interest and knowledge about local policing

This chapter describes the extent to which participants are interested in and know about the service, and how they have sought information about local policing over the past year.

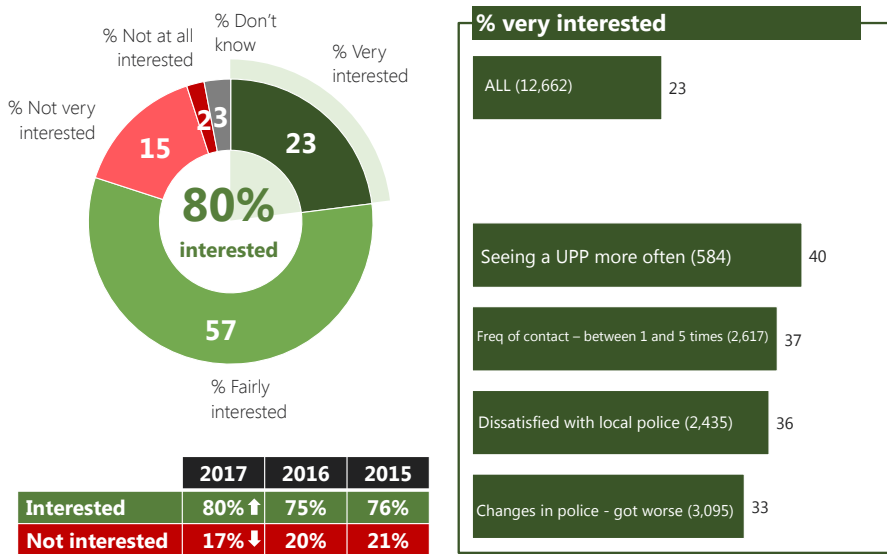
- Interest in what the police are doing locally has increased, with four in five (80%) now stating interest (compared with 75% in 2016). The main area of interest remains what the police are doing to reduce or prevent crime and anti-social behaviour (45% and 43% respectively).
- While the proportion of participants who feel well informed about what their local police are doing has increased in line with levels of interest (32% vs. 28% in 2016), this figure is still substantially lower than the stated interest.
- Overall, around one in ten (11%) participants feel they have been told about how the police are tackling crime and anti-social behaviour, while five percent recall being asked for their views of the police.

Interest in local policing

Four in five (80%) participants are interested in knowing what the police in their local area are doing (a five percentage point increase since 2016).

Figure 6.1: Interest in knowing what the police are doing locally

Q22a. How interested, if at all, are you in knowing what the police are doing in your local area?



Base: All valid respondents interviewed in England and Wales (12,662) : Fieldwork dates: 21 July - 15 August 2017 (online) Source: Ipsos MORI

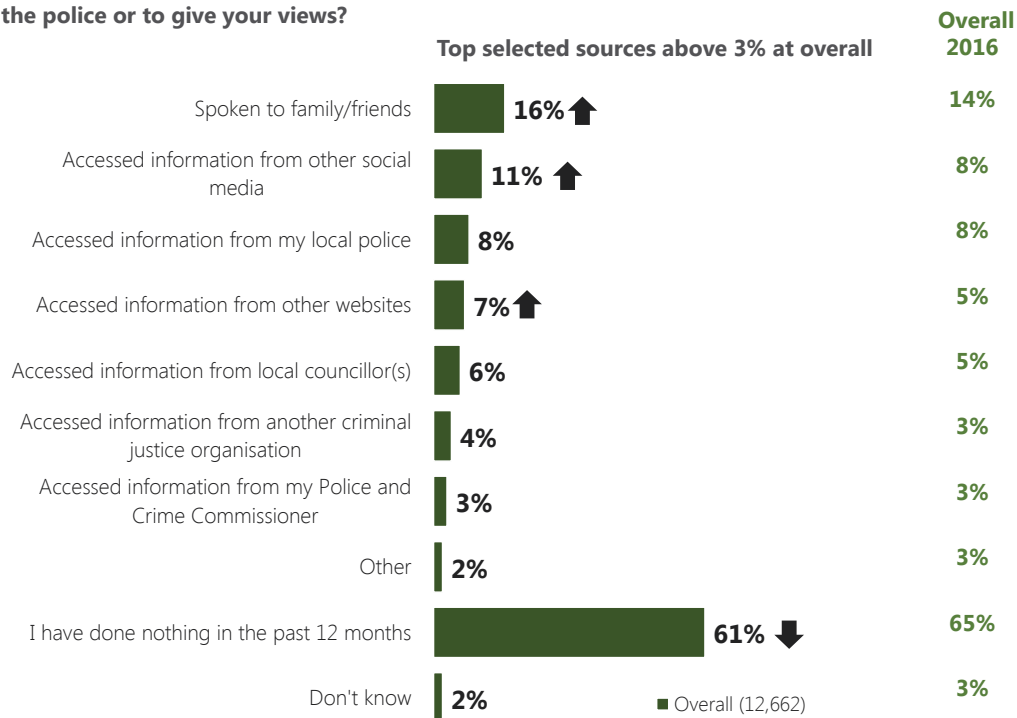
Participants who are more likely to state that they are 'very interested' include:

- Those who see a uniformed police presence more often than a year ago (40%), compared with 23% on average)
- Those who have had contact with the police (between 1-5 times in the past year (37%))
- Those who are dissatisfied with the police locally (36%)
- Those who think the services provided by the police have got worse in the past year (33%).

Participants appear slightly more active in talking about/finding out about the police than in 2016. Just short of two in five (37%) participants state that they have personally done something in the past year to find out about the police or give their views in the past year (compared with 32% in 2016). The most frequent step taken was to speak to family or friends (16%), followed by accessing information via social media (11%), accessing local police information (8%) and accessing information from other websites (7%). This pattern of results is in line with 2016.

Figure 6.2: Actions taken to find out more about the police

Q25. In the past 12 months, which of the following, if any, have you personally done to find out about the police or to give your views?



Base: All valid respondents interviewed in England and Wales (12,662) : Fieldwork dates: 21 July - 15 August 2017 (online) Source: Ipsos MORI

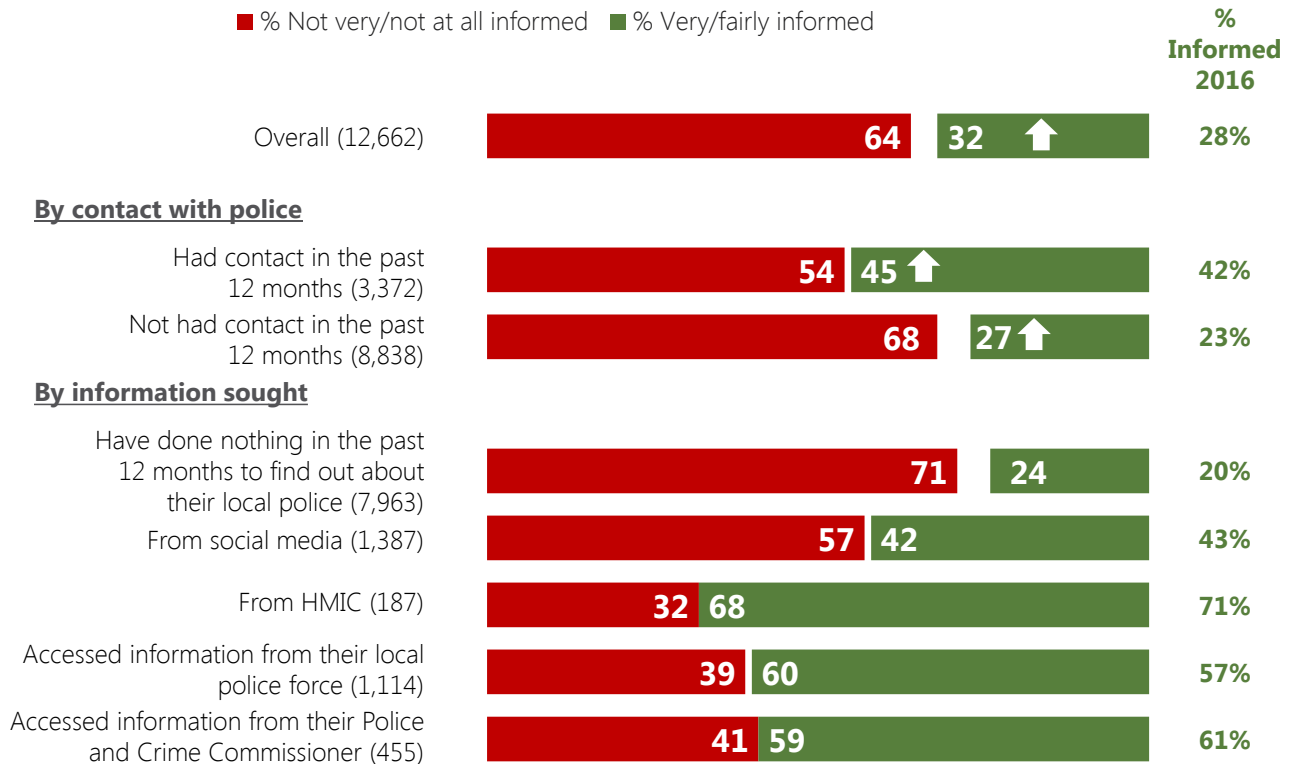
How informed people feel about local policing

The small increase in participant interest in what the police are doing in their local area is matched with a similar increase in how well informed they feel. Around a third (32%) feel that they are 'very' or 'fairly' informed (an increase from 28% in 2016). As outlined in figure 6.3, feelings of being informed have increased since 2016,

amongst both those who have and have not been in contact with the police in the past year (45% vs. 42% and 27% vs. 23% respectively). It should be noted that around two-thirds (64%) still feel 'not very' or 'not at all' informed.

Figure 6.3: Reported levels of knowledge about what local police are doing

Q21. Overall, how well informed do you feel about what the police in your local area are doing?



Base: All valid respondents interviewed in England and Wales (12,662) : Fieldwork dates: 21 July - 15 August 2017 (online) Source: Ipsos MORI

7. Contact with the police

This chapter assesses participant contact with the police in the past 12 months, including types and levels of contact, expectations and ratings of experiences, and the ways in which they would contact the service in the event of different situations.

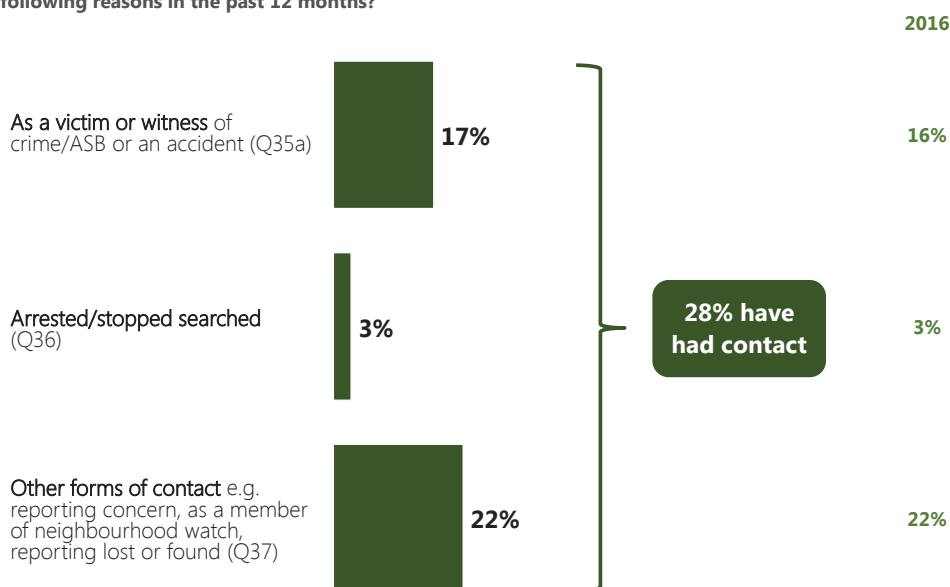
- Around one in ten (9%) report that they have been a victim of crime or anti-social behaviour and three percent report being stopped and searched, arrested or detained in the past year. Meanwhile, just over a fifth (22%) have had contact with their local police within the past year for a reason other than being arrested or as a victim or witness (these figures are all in line with 2016).
- Participants were asked how they would likely report a range of different crimes and incidents. For crimes/incidents against the person the most commonly cited channel was through dialling 999 (52%), for property-related incidents there is a split in the likelihood dialling 999 (42%) and 101 (37%).

Approaching three in ten (28%) say that they have had some form of contact with the police in the past year, a figure which is in line with 2016 (27%). Around one in six (17%) have had contact through being a victim or witness of a crime, anti-social behaviour or an accident, three percent have been arrested or stopped, and searched and just over a fifth (22%) have had another form of contact.

Frequency and types of contact

Figure 7.1: Levels of contact with the police in the past year

Q35a, Q36, Q37. Have you had any contact or interaction with your local police force for any of the following reasons in the past 12 months?



Base: All valid respondents interviewed in England and Wales (12,662) : Fieldwork dates: 21 July - 15 August 2017 (online) Source: Ipsos MORI

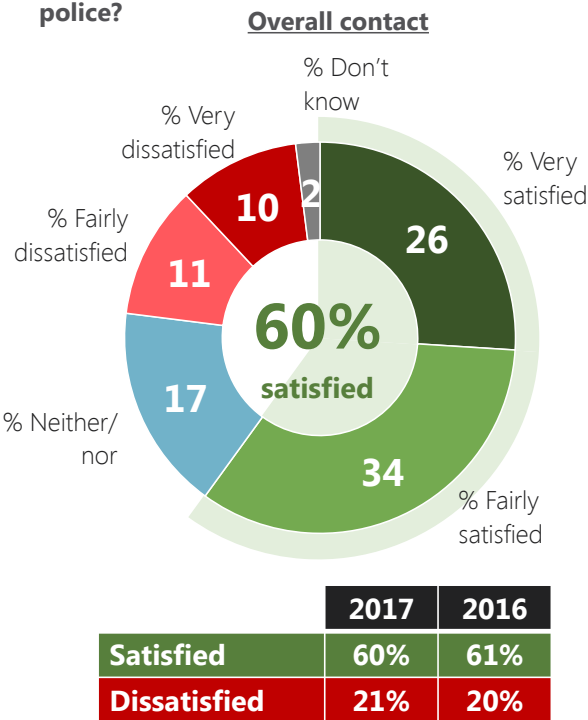
Satisfaction with contact with local police

Three in five (60%) of those participants who have had contact with the police in the past year were satisfied with the service they received, while just over a fifth (21%) were dissatisfied (figures which are in line with 2016).

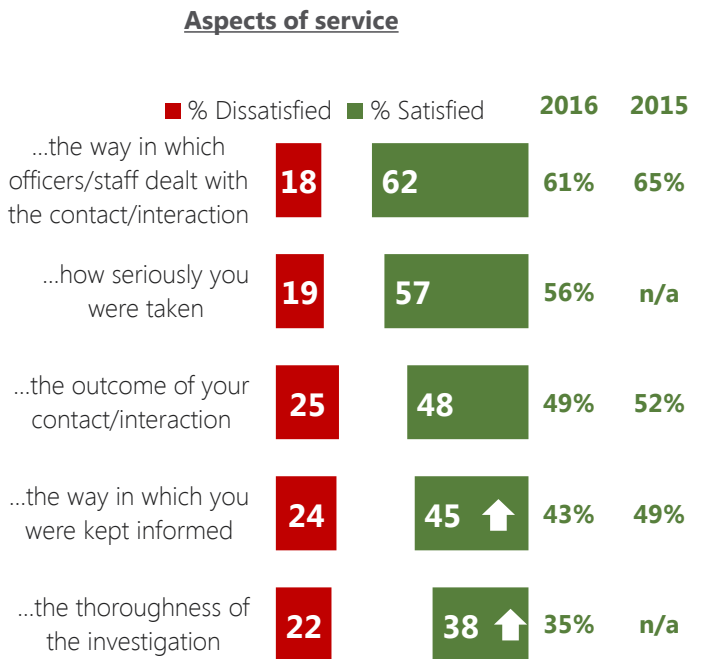
When asked about different areas of contact, the area of highest satisfaction was with the way officers or staff dealt with the interaction (62%) and how seriously they were taken (57%). Meanwhile, the way in which they were kept informed and the thoroughness of the investigation are associated with the lowest levels of satisfaction (45% and 38% respectively), though there are increases on the 2016 figures.

Figure 7.2: Satisfaction with the services provided by local police

Q40. Thinking back to the occasion(s) over the past 12 months when you had contact with your local police, overall how satisfied or dissatisfied were you with the service or services you received from the police?



Q41. And how satisfied were you with....?



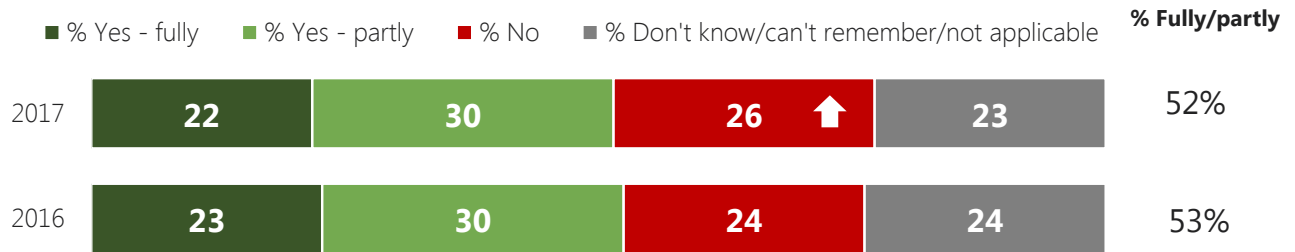
Base: All valid respondents interviewed in England and Wales who have had contact with the police in the last 12 months (3,372) : Fieldwork dates: 21 July - 15 August 2017 (online)

Source: Ipsos MORI

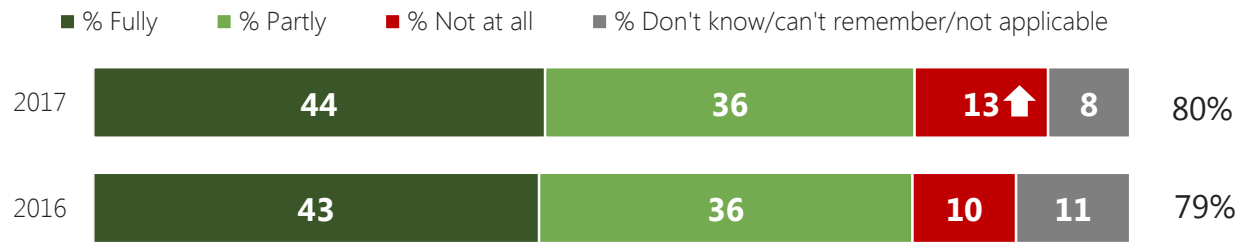
Just over half (51%) of the participants who had police contact in the past year felt that they were told what to expect when they first had contact with the police (22% fully and 30% partly), while just over a quarter (26%) felt they were not told and just short of a quarter say they do not know, cannot remember or do not think it was not applicable to them (23%). Of those where expectations were set four in five (80%) say what they were told did happen (44% fully and 36% partly). There has been a slight increase in the proportion who say what they were told did not happen (13% vs. 10% in 2016).

Figure 7.3: Management of Expectations

Q42. And thinking back to the most recent occasion in the past 12 months when you had first contact with your local police force, were you told what to expect in terms of likely actions, timings, etc?



Q43. And thinking about what you were told would happen, to what extent did it happen?

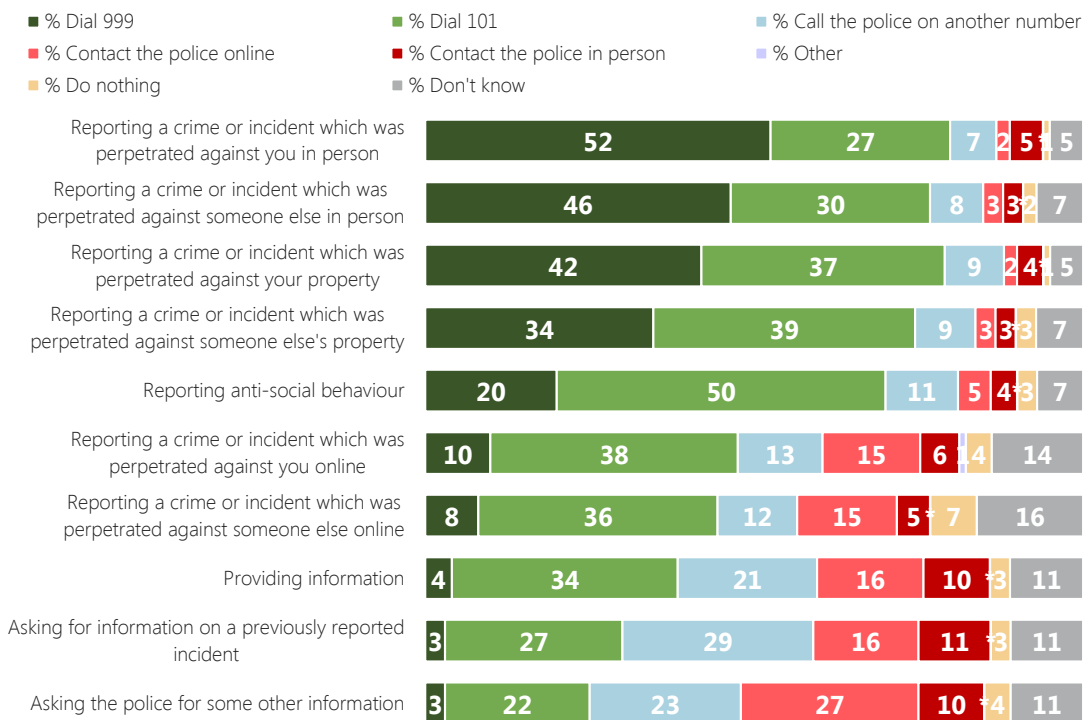


Base: All valid respondents interviewed in England and Wales who have had contact with their local police force in the last 12 months (3,392) and were told what to expect in terms of likely actions and timings (1,664):
Fieldwork dates: 21 July - 15 August 2017 (online)

Source: Ipsos MORI

Contact channels

Figure 7.4 outlines how participants feel they would respond in certain situations around reporting crime or seeking information from the police. Telephone reporting is the most frequent mode of contacting the police in each circumstance, with the 999 and 101 telephone numbers being most popular. Reporting a crime or incident which was perpetrated against them in person (52%), perpetrated against someone else (46%) or against their property (42%) is most likely to be done by dialling 999, although substantial proportions say they would dial 101 (27%, 30% and 37% respectively). The 101 number is most likely to be used to report anti-social behaviour (50%), a crime against someone else’s property (39%), a crime or incident which was perpetrated online against themselves (38%) or someone else (36%). It is also the most likely mode of contact for providing information (34%) or asking for information on a previously reported incident (27%). Calling the police on another number was considered the most likely means of asking them for some other information (23%), which was marginally higher than dialling the 101 number (22%). The patterns of likely contact are in line with 2016. There has been an eight percentage point increase in the proportion who would most likely contact the police when asking them for some other information (27% vs. 19% in 2016).

Figure 7.4: Likely courses of action following a range of potential situations**Q34. In the following situations, would you be most likely to...?**

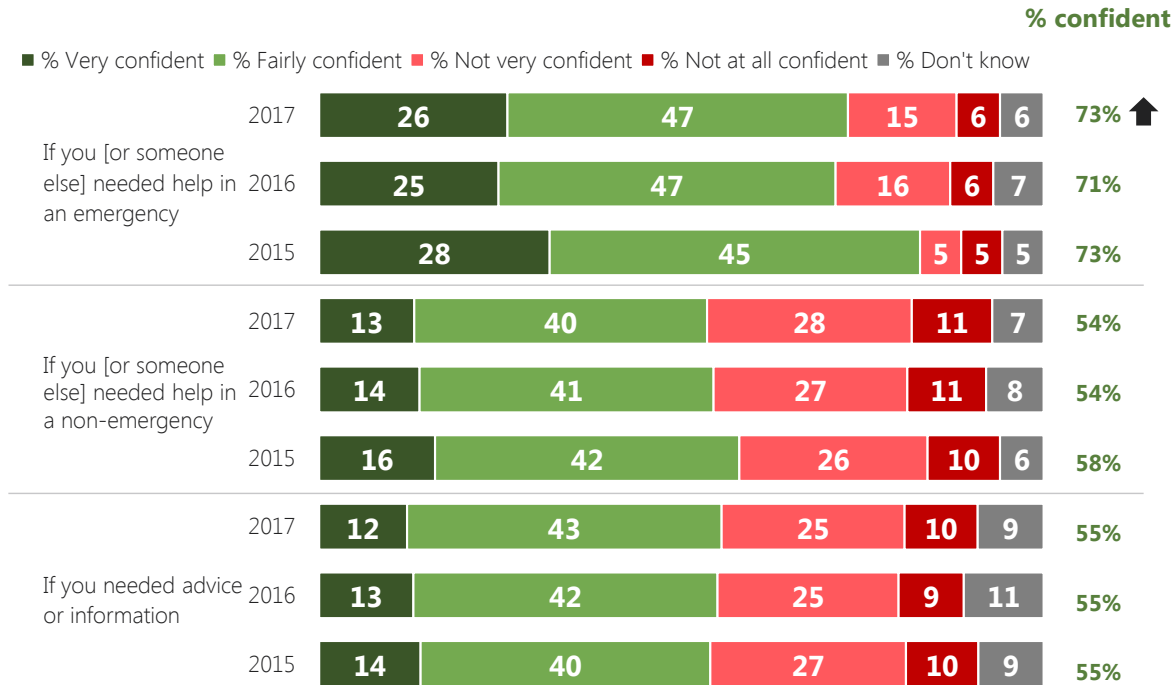
Base: All valid respondents interviewed in England and Wales (12,662) : Fieldwork dates: 21 July - 15 August 2017 (online) Source: Ipsos MORI

Perceived accessibility of local police

Participants were asked how confident they would be in speaking easily to the police or accessing police services in their local area. As in previous years, levels of confidence were highest when participants considering needing help in an emergency (73%). This is followed by requiring help in a non-emergency (54%) and needing advice or information (55%). The most critical area of confidence is around the need for help in an emergency, and it is re-assuring that confidence is highest in this situation, however 22% do not feel confident and this rises amongst participants with a long term disability or who are retired are slightly more likely to say that they are not confident (25% and 24%).

Figure 7.5: Confidence in being able to easily speak to or access police services

Q31. How confident are you, if at all, that you could easily speak to or access police services in your local area in the following situations?



Base: All valid respondents interviewed in England and Wales (12,662) : Fieldwork dates: 21 July - 15 August 2017 (online) Source: Ipsos MORI

Appendix A: Numbers of interviews by Police Force Area

Table A.1: Survey response across different police force areas

Force area	Achieved interviews	Force area	Achieved interviews
Avon and Somerset Constabulary	300	Lincolnshire Police	310
Bedfordshire Police	302	Merseyside Police	300
Cambridgeshire Constabulary	300	Metropolitan Police Service	304
Cheshire Constabulary	302	Norfolk Constabulary	300
Cleveland Police	300	North Wales Police	301
Cumbria Constabulary	302	North Yorkshire Police	300
Derbyshire Constabulary	312	Northamptonshire Police	300
Devon and Cornwall Police	300	Northumbria Police	300
Dorset Police	300	Nottinghamshire Police	300
Durham Constabulary	303	South Wales Police	300
Dyfed-Powys Police	300	South Yorkshire Police	300
Essex Police	301	Staffordshire Police	303
Gloucestershire Constabulary	300	Suffolk Constabulary	300
Greater Manchester Police	321	Surrey Police	300
Gwent Police	300	Sussex Police	300
Hampshire Constabulary	300	Thames Valley Police	300
Hertfordshire Constabulary	300	Warwickshire Police	300
Humberside Police	300	West Mercia Police	300
Kent Police	300	West Midlands Police	300
Lancashire Constabulary	301	West Yorkshire Police	300
Leicestershire Constabulary	300	Wiltshire Police	300

Source: 12,662 online interviews with members of the general public in England and Wales 21 July - 15 August 2017

Appendix B: Methodology

Background

This survey was undertaken in July-August 2017 by Ipsos MORI on behalf of Her Majesty's Inspectorate of Constabulary & Fire and Rescue Services (HMICFRS), covering the public's views and experiences of local policing. It follows a similar survey undertaken in 2015 and 2016, although in 2017 some further issues were explored.

The survey of 12,662 members of the public was conducted online through the Ipsos MORI Online Panel between 21 July and 15 August 2017. Data was weighted to be locally representative of the force population by age, gender and working status and nationally representative by the population size of police forces. A sample of this large size enables the public's perceptions to be compared with the 2016 and 2015 surveys and indicate where perceptions have, or have not, changed. It also identifies how perceptions differ markedly across the population in line with participants' socio-demographic background or local geography. Those living in more deprived areas, for example, have some very different experiences and perceptions to those in more affluent areas.

The report also outlines the responses of discrete sub-groups of the overall participant sample. The number of participants for each of the key sub-groups identified in the report are outlined below.

Table A.2: Demographic profile of participants

	Sub-group	Base size
Gender	Male	6,205
	Female	6,457
Age	16-24	1,266
	25-34	1,742
	35-44	1,794
	45-54	2,361
	55-64	2,291
	65+	3,208
Ethnicity	White	11,989
	Black, Asian and minority ethnic (BAME)	567
Area	Rural	1,380
	Suburban	1,690
	Urban	9,952
Long standing disability or illness	Has a long standing disability or illness	3,215
Sexuality	Heterosexual	11,728
	Lesbian, Gay, Bisexual or Transgender (LGBT)	602
Satisfaction with local police	Satisfied	6,745
	Dissatisfied	2,435
Informed about local policing	Informed	3,900
	Uninformed	8,283
Had contact with local police force over last 12 months	Yes	3,372
	Yes – victim/witness of crime/ASB incident	2,008
	Yes - arrested	157
	Yes – stopped and searched	97
	No	8,838
Seeing uniformed presence in local area	More often	584

vs. 12 months ago	Less often	4,365
	About the same	6,402
Relative deprivation level of neighbourhood	Most affluent 20% areas	2,532
	Least affluent 20% areas	2,534

The findings from the surveys have informed HMICFRS's PEEL assessments for 2015/16 and 2016/17: PEEL is HMICFRS's annual assessment of each of the 43 police forces in England and Wales, which considers the effectiveness, efficiency and legitimacy of policy, practice and performance.

Data collection details

The Ipsos MORI Online Panel comprises a pre-recruited group of individuals or multiple individuals within households who have agreed to take part in online market and social research surveys. The Ipsos MORI Online Panel is made up of around 300,000 individuals which has been built using multi-source recruitment, including standard approaches such as banners, website and text ads, and search engine marketing as well as targeted recruitment to ensure the inclusion of individuals from hard to reach groups. The panel is structured to reflect the general profile of the population in respect of key indicators such as gender, age, and region among others and invitation to participate in particular studies can be sent out to a representative sub-sample of the panel.

The purpose of this survey, and the methodology which has been adopted for it, is quite different from the purpose and methodology of the Crime Survey of England and Wales (CSEW). This survey for HMICFRS is concerned with providing timely insight across a range of pertinent measures of local policing to inform HMICFRS review teams, using a fit-for-purpose methodology covering a large number of people from an online panel. The Crime Survey of England and Wales, on the other hand, is a representative face-to-face survey of the public, using random probability sampling, asking about experiences of crime alongside perception measures. The two surveys' very different purposes and methodologies mean that their findings should not be directly compared, though they can each inform the understanding of the other.

For all Ipsos MORI Online Panel studies, panellists are rewarded with points for every questionnaire they complete, depending on questionnaire length and complexity. Points can be redeemed for a range of vouchers on the dedicated panellists' website.

Participants to this survey were recruited using an email invitation including a link to the online questionnaire. The survey invitations were designed to achieve robust numbers of interviews in each police force area. Final numbers of responses per force area were between 300 to 312 (detailed in Appendix A). Findings throughout this report are based on all participants who were asked to complete each the relevant survey question. Results have been weighted within force area to the local age, gender and work status profile of the area. At the overall survey level, an additional weight has been applied to the total to reflect the population breakdown by force area.²

² The profile of participants within each police force area has been weighted to the known population profile using ONS Census Mid-Year Estimates.

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The Social Research Institute works closely with national governments, local public services and the not-for-profit sector. Its c.200 research staff focus on public service and policy issues. Each has expertise in a particular part of the public sector, ensuring we have a detailed understanding of specific sectors and policy challenges. This, combined with our methods and communications expertise, helps ensure that our research makes a difference for decision makers and communities.